SM Cyber Two, Jupiter and Zodiac Streets corner Buendia Avenue, Makati City

Date: October 21, 2025

Name: Gordo, Louiege Dave
Address: Regina Compound Bajada
Davao City DAS
8000

Dear Mr/Ms. Gordo,

We are pleased to offer you the position of **Customer Experience Advisor** effective **October 23, 2025.**

TERM AND EMPLOYMENT STATUS
Your employment status shall initially be probationary for a period of six (6) months during which time the Company shall observe and evaluate your performance to determine whether or not you are qualified for permanent employment.

Your probationary employment shall consist of four (4) related but independent consecutive and progressive phases of (a) Foundation Specific Training, (b) Product Knowledge training, (c) Nesting and (d) Production. In special cases and / or programs requirements where any of these phases are inapplicable, the probationary period shall be comprised of such appropriate phases.

Your performance shall be evaluated after each and every phase based on their respective performance standards and requirements. Your satisfactory fulfillment of a phase's pertinent performance standards and requirements is necessary for the continuation of your probationary employment.

During the production phase and on the fifth (5th) month of your probationary period, your performance during this period shall be assessed based on the standards detailed in your employment contract and, if satisfactory, your probationary status of employment shall be converted to regular status. Upon regularization, you will be entitled to the benefits accorded to regular employees.

REMUNERATION PACKAGE

Phase	Compensation	Premium Pay	Bonus
Foundations Training Product Knowledge	Base Pay: ₱14,000.00	Night Differential: 10% on top of the hourly rate	13th Month Pay

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Training Nesting			
Production	Base Pay: ₱14,000.00	Night Differential: 10% on top of the hourly rate Meal Allowance: 1,050/month	13th Month Pay

Your compensation and other monetary benefits shall be paid every two weeks in accordance with the Company's pay-out schedule for the year. Your monthly pay shall be subject to statutory deductions such as the Phil Health and Social Security contributions, income tax and other authorized deductions.

You will be provided with a Program Incentive Bonus (PIB) amounting to **₱2,000.00** per month. It is understood that this is a program-based temporary pay that is given to you. In case you will be assigned to another program or transferred to another site, such PIB will be removed solely at Company's discretion.

ACCEPTANCE AND VALIDITY OF OFFER

This job offer shall be deemed accepted upon the fulfillment of three conditions. The 1st condition is your conformity to this Job Offer shown by affixing your signature on the space provided for below. The 2nd condition is the submission of all employment documentary requirements. The 3rd condition is the favorable results of your medical exam and NBI clearance. A copy of the list of employment requirements is hereto attached as **Annex "A**".

These conditions are not waived by the company's acceptance of your services into the Program. Non-compliance with any of these conditions shall constitute a ground for your disqualification from your employment notwithstanding your conformity to this Job Offer or execution of your employment contract.

Sincerely,

VXI Global
By:

Jayson Juliano
Director, Talent Acquisition

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Conforme:

Gordo, Louiege Dave

Confidential and Proprietary.

SM Cyber Two, Jupiter and Zodiac Streets corner Buendia Avenue, Makati City

Date: October 21, 2025

Name: Gordo, Louiege Dave
Address: Regina Compound Bajada
Davao City DAS
8000

Dear Mr/Ms. Gordo,

Tentative effective date of **10/23/2025**, you are hereby appointed as **Customer Experience Advisor** of VXI Global Holdings B.V. Phils., (the "Company") on probationary status under the following terms and conditions:

TERM AND EMPLOYMENT STATUS

Upon acceptance of the job offer in accordance with the conditions stated therein, you shall be under probationary employment, effective upon the date of such acceptance, for a period of six (6) months.

On the fifth (5th) month of your Probationary Period, the Company shall evaluate your performance during using its Performance Assessment and Competency Evaluation (PACE) based on the job description of your appointed position relative to the following standards: (a) Mastery of the job or your knowledge and skills; (b) Production or your ability to accomplish project/goals; (c) Quality or work that has minimal error, is accurate and in compliance to quality standards; (d) Interpersonal impact or your consultation and interaction with inter and extra departmental personnel to achieve teamwork and satisfaction; and (e) Attendance and punctuality. The results of the PACE shall be made known to and discussed with you before the lapse of your probationary period.

A satisfactory rating in your PACE shall mean the conversion of your probationary status of your employment to regular status. An unsatisfactory rating, however, will mean the cessation of your relationship with the company without prejudice to re-application. In this case, the Company shall not be liable to you for any amount by way of separation pay, penalties, allowances and/or remuneration other than the payment of the salaries due you as the of the date of such termination.

This notwithstanding, at its own exclusive and sole discretion, the Company may extend the probationary period with your written consent, in order to give you another chance at attaining regular status.

The effective date of your employment may be subject to change or modification due to unavoidable/unforeseen reasons such as change in business needs, or Management directive. Please be assured that such change/modification will be promptly communicated to you prior to the effective start date provided in this offer.

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WORK WEEK

You will render a maximum of forty-eight (48) hour or less per week depending on and in accordance with the assigned work schedule and shift for the week for the program to which you are assigned. This is without prejudice, however, to the scheduling and rendition of overtime work as necessitated by the exigencies of the business.

DUTIES & RESPONSIBILITIES

Your duties and responsibilities during your probationary employment shall be comprised mainly of those issued by the Department concerned. During regular employment, your duties and responsibilities shall pertain to the Job Description of your designated position.

You shall comply with the Code of Ethics and Business Conduct (CEBC) and Corrective Action Policy (CAP) and all other policy issuances, rules and regulations of the Company as well as all program-specific requirements or policies.

You shall not engage in any activity which interferes with the performance of your job, whether within or outside your working hours, without the prior written consent of the Company. This prohibition includes taking up a job outside of the Company, with or without compensation.

COMPENSATION & BENEFITS

Your compensation and benefits shall consist in the agreed monthly gross income reflected in your Job Offer, subject to statutory deductions such as the Social Security contributions, PhilHealth, income tax and other authorized deductions.

Your compensation and all other monetary benefits shall be paid every two weeks in accordance with the company's pay-out schedule for the year.

MANAGEMENT PREROGATIVES

You recognize and acknowledge the Company's inherent right to regulate all aspects of employment, such as the freedom to prescribe work assignments, working methods, processes to be followed, regulation regarding transfer of employees, supervision of their work, lay-off and discipline, and dismissal and recall of workers.

Furthermore, you acknowledge and confirm the right of the Company to assign unilaterally its rights, interests and privileges in this Agreement to another party. You consent to any future or subsequent transfer of your employment to another party. This Contract shall inure to the benefit of the entity that succeeds to or acquires all or substantially all of the Company's assets or business.

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COMPANY AND PROGRAM-SPECIFIC POLICIES

You agree to be bound by the Company's Code of Ethics and Business Conduct (CEBC) and Corrective Action Policy (CAP), other company policies, rules and regulations as well as program-specific policies.

As part of the Company's management prerogatives, you recognize and acknowledge the right of the Company and the Program Management the right to issue, amend, modify, or revise its policies, rules, and procedures.

PERSONAL DATA PRIVACY

By signing this Contract, you shall agree explicitly and unambiguously consent that for employment and management purposes, your personal data will be collected, processed, used, stored, maintained, and transferred between the Company and/or its parent company and/or its affiliates (Collectively, the "Company"), its clients and/or third party service providers, according to business requirements, including in electronic form, expressly authorizing the transfer of his/her personal data to the same companies. You likewise give full consent and fully agree to the conduct of subsequent background checks, on the basis of your personal data as well as any and all other personal information made known to the Company or the company's duly accredited third party service providers thru all available legal channels during the course of your employment, pursuant to management purposes and business requirements. Your personal data will be kept secure and confidential in accordance with company policy and national legislation. The Company will regularly update your employee's data with your assistance and upon your request. You will retain the right to access your data and the right to have incorrect data corrected.

NON-COMPETE CLAUSE, NON-SOLICITATION

(a) By signing this Employment Agreement, you agree that (a) you will not, for yourself or others, during your training and employment and for a period of one year from the termination of your employment, directly or indirectly, engage in any employment, activity or business that would compete or conflict with the business of the Company or its customers with whom the Company conducts business, or with whom such customers have conducted business with during the period of your training and employment; this prohibition is applicable to the Philippines and any other country where you trained or worked for the Company; and (b) for a period of two (2) years following termination of your employment with the Company for any reason, you will not, directly or indirectly, and in any capacity whatsoever (as principal, stockholder, partner, joint venture, representative, agent, director, consultant, officer, employee or otherwise) seek to induce or encourage any customers to take any action which results in their discontinuance or reduction in the level of business previously conducted with the Company or to compete with the Company for such business. Such non-solicitation includes the hiring of employee with whom you have worked with at the Company.

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During the non-competition period, you shall undertake to communicate to the Company, if the latter so requests, the name and address of your new employer. The Company reserves the right to inform the new employer of the existence and contents of the present non-competition clause. You agree that you shall inform the latter of the present non-competition clause prior to entering into any commitment. Upon termination of your employment contract and if this non-competition covenant is still in force at this time, you shall hereby agree that this special provision be included in any work certificate that will be given to you. You agree that the restrictions contained in this paragraph are reasonable and necessary to protect the legitimate business interests of the Company both during and after the termination of your employment.

INTELLECTUAL PROPERTY RIGHTS

You acknowledge and agree that all information, documents, reports and other tangible and intangible materials which you will prepare or has prepared as a result of your employment with the Company or in the performance of your services under this Contract, and at whatever stage, work-in-progress (collectively, the "Materials") are and shall be the exclusive property of the Company, including without limitation, any copyright and other intellectual property rights associated therewith and the you hereby assign all rights, title and interest in and to the Materials to the Company.

You also agree that these Materials shall be considered intellectual and proprietary rights under the appropriate intellectual property laws and the Company shall have the right, but not the obligation, to register the right for the Materials in the name of the Company. The Company shall likewise have the right to further assign its intellectual and proprietary rights over the Materials.

You agree further to do all things necessary, at the Company's request and expense, to perfect such vesting and ownership of such rights in and to the Materials by the Company both during and after the period of this Contract.

CONFIDENTIALITY & NON-DISCLOSURE

All information and materials, in whatever format, disclosed to you, directly or indirectly, by the Company and/or its parent company and/or its affiliates (collectively, the "Company"), including all information and materials, in whatever format, disclosed to you, directly or indirectly, by the customers and clients of the Company (collectively, the "Clients"), or which the you will otherwise obtain or discover in the performance of this Contract or while on the premises of the Company or Clients will be considered sensitive, confidential and proprietary ("Confidential Information").

You agree to maintain the Confidential Information in the strictest confidence, including but not limited to, the maintenance of such Confidential Information as if it were your own trade secret. You will not disclose to any person or entity, without the written consent of the Company any Confidential Information, and will not directly or indirectly use any such Confidential Information other than as directed by the Company or the Clients, as the case may be, in

Confidential and Proprietary.

furtherance of your performance of the services pursuant to this Contract. You may not use Confidential Information to benefit yourself or any third person or party, or to compete with the Company or the Clients, as the case may be. All such Confidential Information shall be and shall remain the property of the Company and/or the Clients, as the case may be, and shall be subject at all times to the discretion and control of the Company and/or the Clients, as the case may be.

Information shall not be deemed Confidential Information when the same is or has become available to the public through no act or omission on your part. You may disclose Confidential Information where required by law, provided that he/she first (i) give the Company not less than fifteen (15) days prior written notice of such disclosure; (ii) afford to the Company the reasonable opportunity to obtain protective or similar orders, where available; and (iii) take all reasonable and lawful actions to obtain confidential treatment of such disclosure. Upon termination or expiration of this Contract or earlier upon the request of the Company and at its discretion, you shall either immediately return or destroy any and all Confidential Information and copies (whether in note, memo or other document form or on video, audio or computer tapes or discs or otherwise). Upon request of the Company, you shall certify in writing of your compliance with this requirement.

LIABILITY & REMEDIES

The Company shall not be liable for consequence or effect of this Contract in relation to your previous employment. In case of suits arising therefrom, you shall indemnify, defend, and hold harmless the Company.

Any provision in this Agreement shall be without prejudice to the right of the Company to engage in proceedings against you in reparation for the financial and moral damage actually suffered by the Company which may arise out of or as a result of any of your unauthorized act or any act caused by you in contravention of this Agreement or in stopping you from performing or continuing any acts that violate this Agreement.

ENTIRE AGREEMENT

It is expressly agreed and understood that there are no verbal agreements or understandings between you and the Company affecting this agreement and that no alterations or variations of the terms hereof shall be binding upon either party to this agreement unless the same are reduced in writing and signed by you and the Company.

This Contract shall be altered only by a written agreement signed by the party against whom enforcement of any waiver, change, modification, extension, or discharge is sought and must be approved by an authorized representative of the Company.

INJUNCTIVE RELIEF

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The Company will suffer irreparable harm in the event of breach of any of the terms of this Contract. In such event or the threat of any such event, the Company will be entitled to injunctive relief, specific performance and other available legal and/or equitable remedies.

MODIFICATIONS

No alteration or modification to this Contract will be binding or effective unless in writing and signed by the parties hereto.

SEVERABILITY

In the event that any provision of this Contract becomes or is declared by a court of competent jurisdiction to be invalid, illegal, unenforceable or void by any court of competent jurisdiction, this Contract shall continue in full force and effect without said provision; provided that the Company reserves the right to determine whether such severability shall be effective if it materially changes the benefit of this Contract to the Company. Such holding shall not invalidate or render unenforceable any other provisions hereof.

USE OF COMPANY PROPERTY, TOOLS & SYSTEMS

You shall use company properties with utmost care and perform his duties and responsibilities under this contract according to the ordinary diligence standards of a prudent man.

You acknowledge and agree to use all documents, correspondence, software, software package and materials, either handwritten or computerized, or more generally all means of communication, in particular Internet or Intranet (collectively, the “Tools”) for professional and office purposes only and not to take copies or reproduce such tools for your personal use or any other use. You shall take care of these tools and must inform the Company in case of any deterioration, loss or theft, and will comply with the Company’s rules relating to the installation and use of such tools as applicable within the Company.

PROGRAM SPECIFIC POLICIES

You understand and agree to be bound by all pertinent policies, rules and regulations issued by the program/account in which you will be placed. You hereby agree that your acceptance to the program is dependent on your full compliance with all program specific policies and employment requirements which will be made known to you before commencement of your employment. In case of non-compliance with program specific rules and policies, which would render you ineligible for the program in which you are to be placed, the Company reserves the right to inform you of such nonacceptance and revoke its offer of employment, or, seek an alternative program in which to place you, subject to availability.

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TERMINATION & RESIGNATION

1. You agree and understand that your services, regardless of your employment status, may be severed due to any of the following grounds:

   1.01. Cancellation, Indefinite Suspension, or Termination of the Program. The Company is committed to perpetuate the Program. If, for unavoidable reasons the Program is suspended, cancelled or terminated, your employment may be affected under authorized causes provided in the Labor Code of the Philippines, depending on the circumstances prevailing and subject to the exercise of the Company's Management prerogative.

   1.02. Decrease of volume of work in the Project. A decrease of the volume of work in the Project constitutes a ground for the corresponding reduction in manpower. The determination of the employee/s to be affected in case of decrease in volume of work shall be based on the company's retrenchment program.

   1.03. Violation of the Company's Code of Ethics and Business Conduct (CEBC) and Corrective Action Policy (CAP), other policies as well as program-specific policies which prescribes termination of services as the applicable penalty for such violation/s.

   1.04. For termination of employment falling under Articles 282, 283 and 284 of the Labor Code, namely:
   (a) Serious misconduct or willful disobedience by employee to the lawful orders of the employer
   (b) Gross and habitual by employee of his duties
   (c) Fraud or willful breach of the trust and confidence reposed to the employee
   (d) Commission of a crime by employee against the person of the employer or any of his immediate family
   (e) Other cases analogous to (a), (b), (c), and (d) installation of labor-saving devices
   (f) Redundancy
   (g) Retrenchment
   (h) Closing or cessation of operation of the company or
   (i) Disease, if your continued employment is prohibited by law or is prejudicial to your health as well as to the health of your co-employees.

2. Non-Acceptance of the Job Offer.

Your failure to accept your job offer in accordance with the conditions for the complete and perfect acceptance of such offer as stipulated in your said job offer constitutes a ground for the discontinuation of your services and disqualification from the program.

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3. Non-attainment of performance standards.

In addition to the foregoing grounds, your probationary employment may be terminated after each phase of your probationary employment for non-attainment of the pertinent performance standards and requirements of such phase.

4. Resignation.

You agree to give a minimum of thirty (30) days' notice in the event that you elect to terminate your services in compliance with the Labor code. However, the Company reserves its right to waive the 30 day notice requirement for whatever reason. You agree that all records, documents and properties of the Company or its clients in your custody shall be surrendered to the Company, whether requested or not, in case of termination or resignation as a condition for your exit clearance from the Company.

SURVIVAL

The confidentiality and non-disclosure, intellectual property rights, non-solicitation, and non-compete undertaking set out in hereof shall survive the termination or expiration of this Contract. The failure by the Company or any of their successors-in-interest and assigns to –
(a) exercise any of its rights in terms of the foregoing non-disclosure, non-solicitation and non-compete undertakings; or
(b) succeed in any proceedings instated by it to enforce any of its rights in terms of the foregoing nondisclosure, non-solicitation and non-compete undertakings; shall not preclude the Company or any of their successors-in-interest and assigns from exercising any such rights in consequence of any subsequent breach by him/her or of any subsequent decision of any court, as the case may be.

ACKNOWLEDGEMENT

Should you agree with the terms and conditions mentioned above, please signify your conformity by signing on the space provided below. In so doing, you acknowledge having read each and every page of this Contract, understood its contents, and informed of the company's rules and regulations and consequently become a binding agreement between you and the Company

Sincerely,

VXI Global
By:

Confidential and Proprietary.

Jayson Juliano
Director, Talent Acquisition

Conforme:

Gordo, Louiege Dave

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